Jannette P. Canas

Technical Troubleshooting: Chain of Command Presentation

Sharing a computer lab with three grade levels can become frustrating. Kindergarten classrooms use computer labs during the morning hours and 1st and 2nd graders use them in the afternoon. The school where I teach is a Charter School and we share the campus with an adult program that operates on the 2nd floor of our building. The adult program offers vocational computer programs, therefore we are fortunate to have technical support on call for our computers. Our technical support are the instructors Chris and Hector who gladly come as soon as they can. Unfortunately, this means they offer quick fixes and cannot train us to fix most of the time. This system has made the teachers very dependent on our technicians Hector and Chris. ☺